

ON-LINE RULES-BASED RETURN PROCESSING

ABSTRACT OF THE DISCLOSURE

A system and method for providing return labels for remotely purchased merchandise. The system and method include the use of a web access tool (such as a web browser) and a web server to receive, from a customer associated with the web access tool, a request to initiate returns processing. The request is then correlated with return rules of a merchant, and the return is processed according to one or more of the return rules. The return rules can determine various return processes, such as validation of the return, notification to the merchant, crediting of the customer's account, and/or disposition of the returned item.